



**JOB TITLE:** Social Worker  
**REPORTS TO:** Director, Health Services  
**DEPARTMENT:** Health Services  
**LAST UPDATE/REVIEW:** October 15, 2017

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## **PREAMBLE**

As a leading senior's residence and provider of senior's continuing care services and programs, Canterbury Foundation (the "Foundation") shares with seniors the "Promise of Home". Person-centered care is the foundation for all we do in providing safe, quality care and other human services. We provide a home where seniors experience peace of mind and feel like family. All persons are treated with dignity and respect in every interaction. Working for Canterbury Foundation requires that employees exhibit the highest standards of personal behavior and ethics in every interaction that instill confidence and trust and not bring the Foundation into disrepute. The honesty and integrity of Canterbury Foundation demands the impartiality of employees in the conduct of their duties.

## **POSITION SUMMARY**

The Social Worker reports to the Director, Health Services works as a part of the leadership team, and is accountable for providing professional social work services and education to residents and other seniors who live in the neighbouring communities to provide assistance in navigating the complex health care system and financials, and navigating crucial and difficult conversations by providing facts and tools. The Social Worker will work collaboratively with Nursing, Life Enrichment and Champlain services, as well as Alberta Health Services Homecare Program and local community organizations to act as an ambassador in the residents home to navigate complexities of various government programs as they are eligible for services. The position involves a high level of interaction with fragile seniors and their families who live in their home at Canterbury Foundation.

## **KEY RESPONSIBILITIES**

### **HEALTH, SAFETY AND WELLNESS**

1. Committed to knowing, understanding and reviewing your workplace hazards as identified by your Workplace Hazard Assessment, Joint Workplace Health and Safety Committee and as outlined in Canterbury Foundations Policies and Procedures.
2. Participates in making the workplace a safe environment for staff and residents by reporting unsafe conditions, knowing your rights as an employee to refuse unsafe work, and by participating in training, events and committees.
3. Wear appropriate personal protective equipment, footwear and apparel for your role and responsibility for your work day (being mindful of hazards approaching and leaving the workplace).

### **JOB DUTIES AND RESPONSIBILITIES**

1. Respond to enquiries and providing education to residents and families regarding the current health care system as well as assisting clients in navigating services related to the health and wellbeing.
2. Support, develop and implement innovative programs aligned with strategic vision and values

3. Enhance residents' care including promoting holistic approaches, maintain therapeutic relationships with residents and families, engage in resident advocacy, family support groups and coordinating with other community services and provides education to families on physical and mental health of the resident. Provides support and education on Care Giver burnout to families.
4. Coordinator for access to resources and finance (application to additional support).
5. Provides assistance and guidance to residents and families to lead and facilitate difficult and crucial conversations. Attends conferences including Family Care Conferences and Resident care conferences.
6. Has a role in integrating and orientating the resident to welcome the residents and families into the home population to assist in transitioning new clients.
7. Educating residents, families, staff colleagues and for challenging the status quo when advocating on behalf of residents. Awareness around issues that residents are challenged with and upcoming presenting challenges. Promote a positive atmosphere and attitudes and play a leading role in counteracting stereotyping, stigmatisation and discrimination promoting the principles of our World Class Customer Service model.
8. Conducts the functions of recruitment and selection for the practicum social work students, and the performance management and progressive discipline in conjunction with the Human Resources Department.
9. Provide social work services during the various phases of residency—pre-admission, admission, residency and discharge, transfer, or death—which are essential to the well-being of residents and their families
10. Facilitate conversations between concerns utilizing the concerns resolutions policy and process between resident, family, and nursing team.
11. Conduct psycho-social needs assessments to fully understand the needs of our residents, their families, and the community we serve to introduce and enhance the programs offered at Canterbury Manor, Court, and Lane.
12. Performs other related duties as assigned.

### **QUALIFICATIONS**

- Possess a Bachelor of Social Work.
- In good standing of Alberta College of Social Workers with demonstrated experience in social work in a Seniors Care environment.
- Travel may be required.
- Demonstrate a broad understanding of diversity issues impacting seniors and families and support the residents' cultural, ethical, and spiritual preferences to enhance the lives of our residents.
- Maintains the confidentiality and privacy according to Health Act.
- Preferred experience in performing mental status assessment and capacity assessments as an asset.